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# REBUILD

## ICT-enabled integration facilitator and life rebuilding guidance

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## **Contents of this session**

1. Recap: What is REBUILD?
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4. Asking for your input

### **Academic partners**

Università Telematica Internazionale (Uninettuno)

Universitat Autònoma de Barcelona (UAB)

DEN Institute

Vrije Universiteit Brussel (VUB)



### **Technical partners**

Engineering Informatica

Centre For Research and Technology Hellas  
(CERTH)

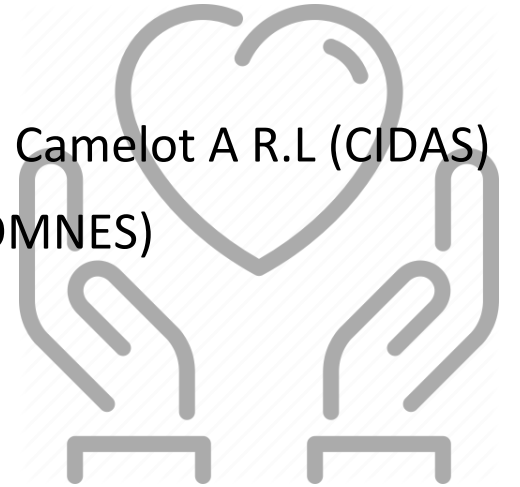
Universidad Politécnica de Madrid (UPM)



### **NGOs**

Società Cooperativa Sociale Camelot A R.L (CIDAS)

Syllogos Ethelonton Kilkis (OMNES)



### **Crossdisciplinary organisations**

Metropolitan Development Agency of Thessaloniki  
(MDAT)

United Nations Educational, Scientific and Cultural  
Organization (UNESCO)



# Objectives of REBUILD



GDPR-compliant migrants' integration related background information gathering



AI-based profile analysis to empower both personalized support and policy making on migration related issues

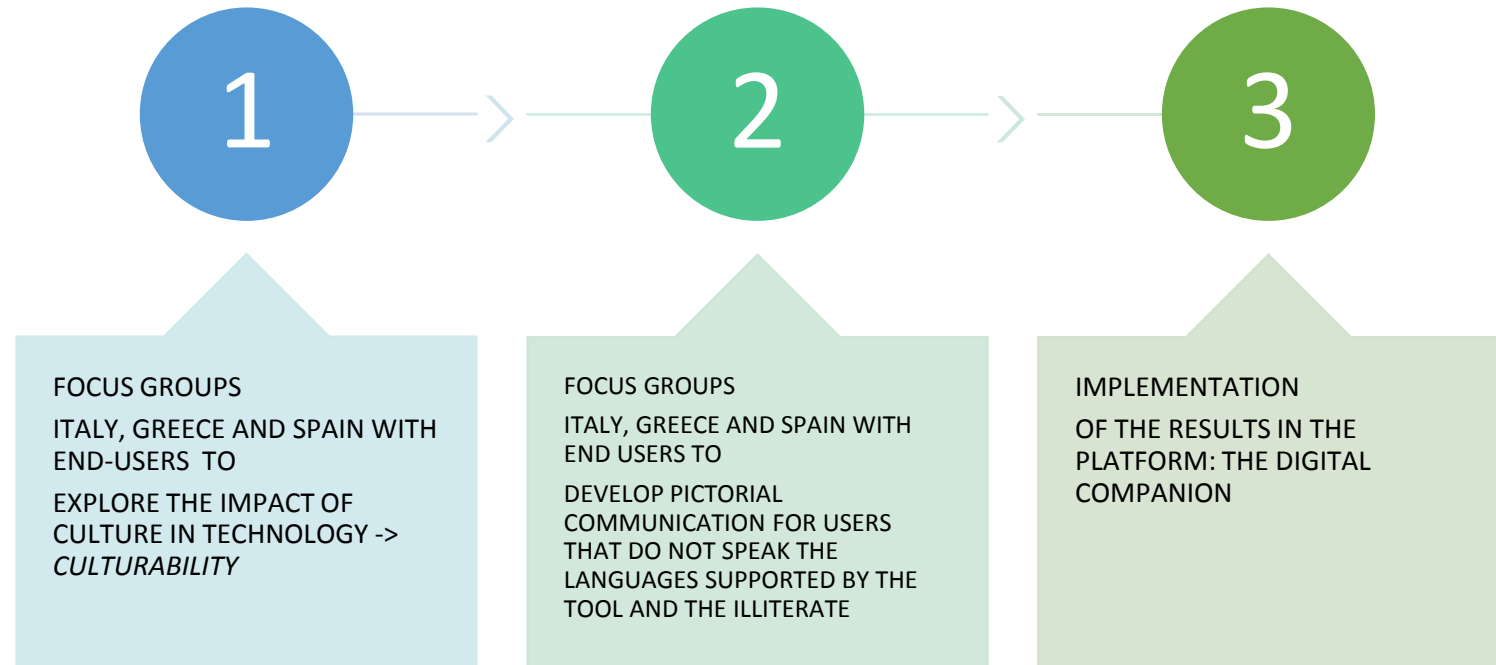


AI-based needs matching tool



**Digital companion for migrants** enabling two-way communication using chatbots

# Methodology



# Digital companion

A technological tool to help integration of migrants by improving management procedures and communication among:

- migrants and refugees
- local population
- local authorities
- support services
- NGO's

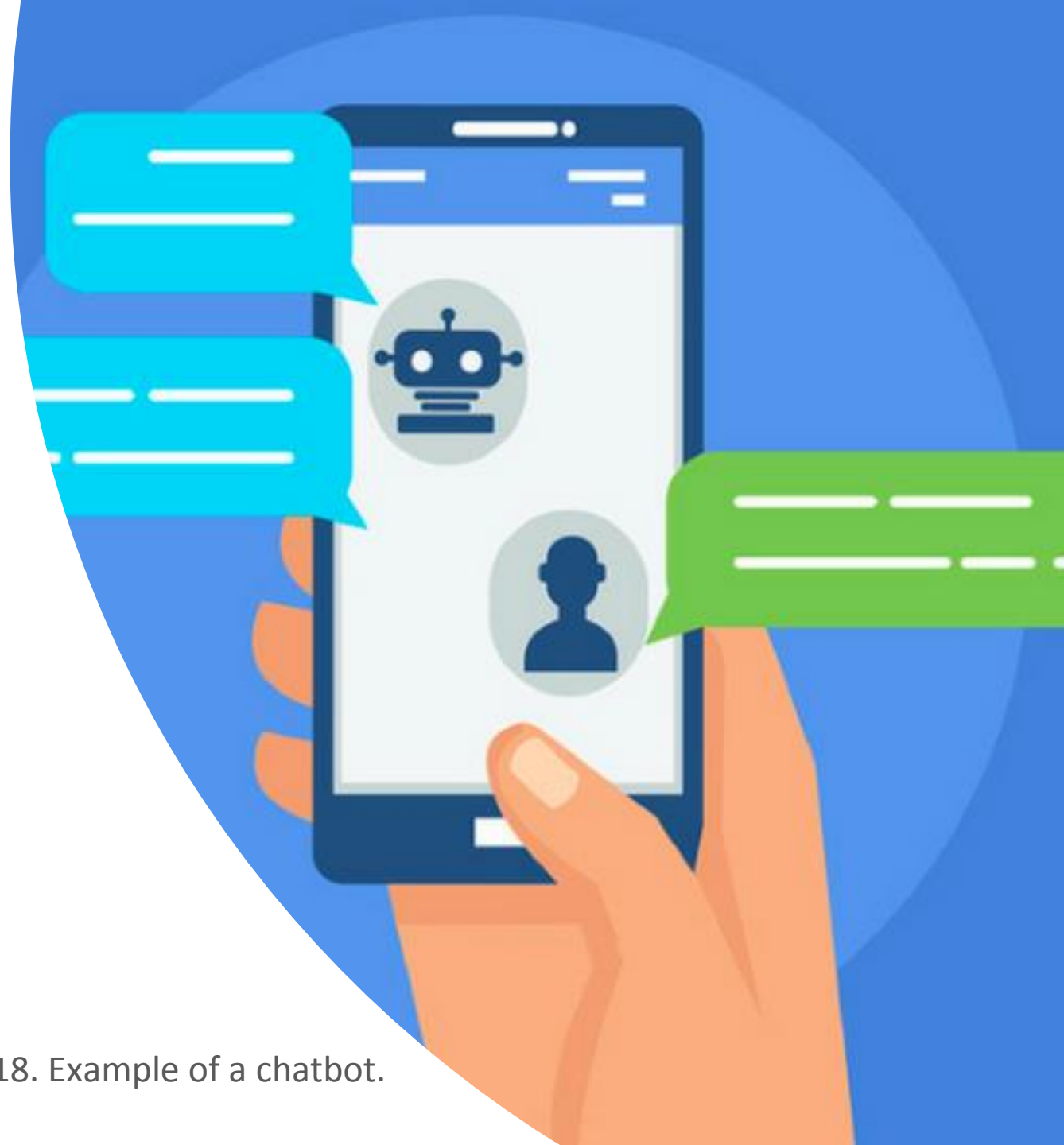
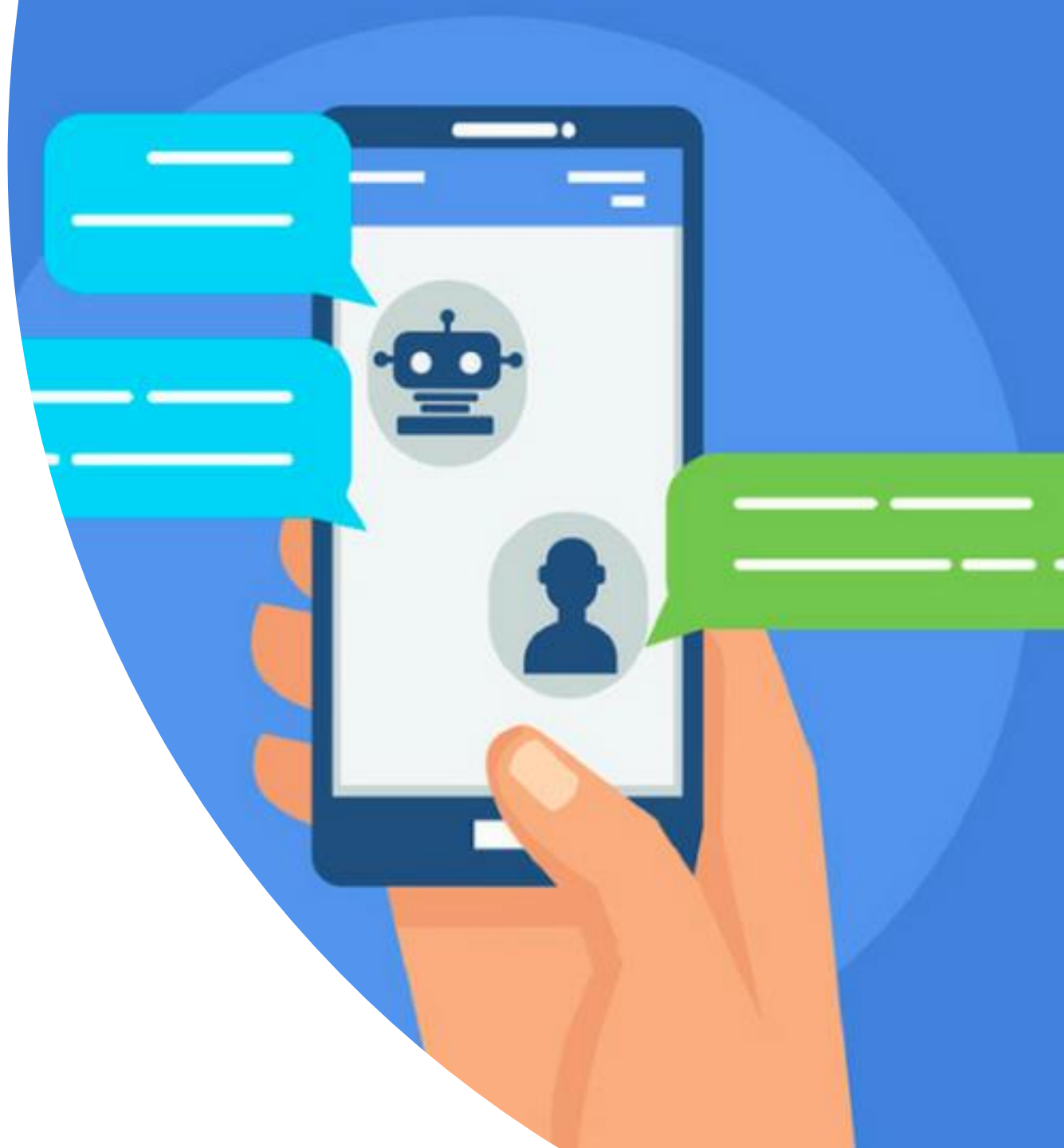


Figure 1. Chatbotslife, 2018. Example of a chatbot.

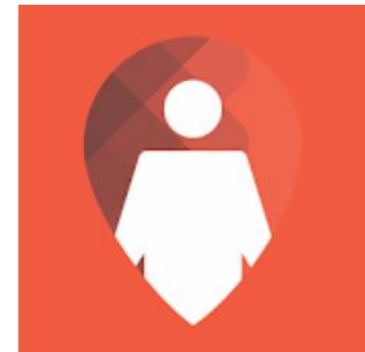
# Digital companion

- Based on two-way communication using a **chatbot**.
- Conceived to serve as a guide for refugees during the first stages of the integration process.





But there are many apps for refugees already...



Welkom in Antwerpen  
Stad Antwerpen



# What makes this DC different?

To tackle the multicultural challenge...

...it will be designed with input from target users and local stakeholders → **user-centered**.

Consideration of **cultural markers**, including:

- access to apps and websites;
- navigation preferences;
- layout;
- etc.

Specifically,  
what will we  
explore during  
the FG?



How would they see technology supporting them  
(refugees and migrants) in the integration process?



Phone and Computer use (apps and websites)



Sources of information



Trust of information: automated format



Navigate through Ankommen - app for refugees in  
Germany

# What makes this DC different?

To address multilinguality and different literacy levels in users...

.... we propose the exploitation of **non-verbal language** to convey relevant information.

Specifically, the DC will make use of

- pictograms
- video chunks



# Pictograms to bridge the communication gap

- Used extensively to convey important information swiftly to all individuals, irrespective of language, culture or education (Fonseca, 2011).
- Previous research on the use of pictograms on the medical field (Delp and Jones, 1996; Del Re, 2016).
- Cultural differences and visual literacy are key in the interpretation of pictograms (Blake Huer, 2000; Dowse and Ehlers, 2004).



# Video chunks to guide users

Provide videos to guide users in certain scenarios (i.e. how to get an appointment with your GP in Spain).

- Videos have to be clear and same message for everyone
- Scenarios have to be concise and limited in number
- Adapted to each location

What is the best format to communicate? **Video vs. Animations**

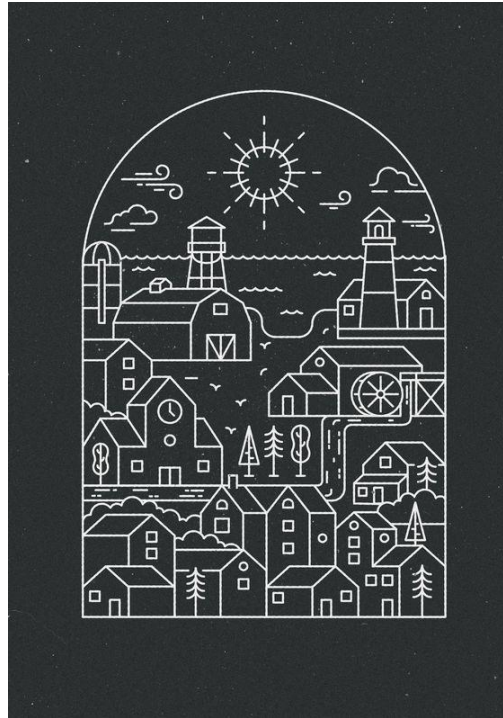
# Ice-breakers to gather some information on:

## 1. Animations



# Ice-breakers to gather some information on:

## 2. DC welcome page









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